

### Purpose:

This Job Aid highlights some common terms and abbreviation.

### Teams Impacted

- All Departments

Common Terms/Abbreviations	Definition
2WD	Two-Wheel Drive
4WD	Four-Wheel Drive
A/C	Air Conditioning
ABS	Anti-Lock Braking system
Alt	Alternator
ATF	Automatic Transmission Fluid
AWD	All-Wheel Drive
BCM	Body Control Module - Main computer that controls Accessory's
Cat	Catalytic Converter - (Exhaust emissions )
CB	Call Back
CEL	Check Engine Light
CH	Contract Holder
CKP	Crankshaft Position Sensor
CND	Could not duplicate. Used when the RF could not duplicate the customers concerns.
COP	Customer Out of Pocket expense
CPS	Camshaft Position Sensor
Cust	Customer
CV Axle/Boot	Constant velocity joint/Axle/Boot
CVT	A continuously variable transmission (CVT) is an automated transmission that can change through a continuous range of gear ratios.
DED	Deductible
Diag	Diagnosis
DTC	Diagnostic trouble codes
ECM	Electronic Control Module
Eng	Engine
EOD	End of Day
EST	Estimate
ETA	Estimated Time of Arrival
FFD	Freeze Frame Data
FI	Final Invoice
FICM	Fuel injection control module
FWD	Front Wheel Drive
HPFP	High Pressure Fuel Pump
IBC	Inbound Call
INJ	Fuel Injector
Insp	Inspection/Inspector
LMTCB	Left message to call back
LOF	Lube Oil Filer (maintenance records)
LOL	Limit of Liability
LPFP	Low pressure fuel pump
LR	Left rear
MAF	Mass Air Flow sensor
MPD	Miles Per Day
NPA	No Prior Authorization

## Job Aid: Common Terms - Abbreviations

NVF	No verified failure
O2 Sensor	Oxygen sensor (emissions sensor)
OBC	Outbound Call
ODO	Odometer
OE/OEM	Original Equipment Manufacturer - Most of the time used when dealing with part numbers
OOP	Out of Pocket - out of pocket expense to the customer
PCM	Powertrain Control Module - Main computer that controls the engine/drivetrain
PCV	Positive Crankcase Ventilation
PD	Pro Deman or aka Mitchell - labor guide we use to verify labor times
PN or P/N	Part number
PNLC	Part Not Listed for Coverage
PREX	Pre-Existing
PS or P/S	Power Steering
R&R	Removal and Replacement (Labor)
REDI	Removal Dissassembly Inspect (Labor)
REIMB	Reimbursement
REMAN	Remanufactured Parts
RF	Repair Facility
RO	Repair Order number-
RTV	Silicone/Sealant
S&G	Seals and Gaskets
SA	Service Adviser
SOP	Standard Operating Procedure
STCB	Shop to call back
SWIS	SouthWest inspection Services
TAT	Turn Around Time
TBD	To Be Determined
TCM	Transmission Control Module - Main computer that controls automatic transmission operation
TPMS	Tire Pressure monitoring system / tire pressure sensor
Trans	Transmission
TSB	Technical Service Bulletin
TTC	Transfer to Claims
VM	Voice Mail
VSC	Vehicle Service Contract
WT	Variable Valve Timing
WCB	Will Call Back
WP	Water Pump
XFER	Transfer